What happens if there is a problem?

If there is a problem billing your prescription to your primary insurance, you or the pharmacy will need to contact that insurance company to resolve the issue. Your pharmacy should notify you when there is a problem.

If there is a problem billing the WTC Health Program, you or the pharmacy must contact Optum at 1-855-640-0005 to resolve the issue.

How to find a pharmacy that works with the WTC Health Program?

Find a Retail Pharmacy Location Near You

https://www.cdc.gov/wtc/pharmacy.html 1-855-640-0005.

Register for Mail Order Pharmacy

Mail order offers convenience, privacy, and the security of never missing a refill. You can register for mail order through Optum.

https://www.cdc.gov/wtc/pharmacy.html 1-855-640-0005

> 1-888-982-4748 www.cdc.gov/wtc





Coordination of Benefits

GETTING YOUR MEDICATION AS A SURVIVOR IN THE WTC HEALTH PROGRAM





How do I get my prescriptions filled?

Your WTC Health Program doctor or specialist will write the prescription for your WTC-related condition(s).

The World Trade Center (WTC) Health Program covers prescription drugs to treat certified (approved) conditions. For survivors, the WTC Health Program is the secondary payer, meaning the pharmacy must bill the member's primary insurance first and then bill the WTC Health Program for any remaining costs. This is called Coordination of Benefits (COB).

How does coordination of benefits work for prescription drugs?

Your primary insurance will be billed first for WTC-related prescription medicines. Primary insurance may be a type of private insurance, group health, or government program such as Medicare or Medicaid.

Any remaining costs will be covered by the WTC Health Program. Prescriptions that have been billed to the WTC Health Program will have no copayments.

Optum is the company that manages the WTC Health Program pharmacy benefits.

